

## **SOUTH ESSEX HOMES**

### **JOB DESCRIPTION**

**SECTION**                      **ESTATE SERVICES**  
**DATE**                         **April 2018**  
**JOB TITLE:**                 **ESTATE SERVICES ADMIN ASSISTANT**  
**RESPONSIBLE TO:**         **ESTATE SERVICES MANAGER**

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#### **PURPOSE OF ROLE**

Provide direct administrable assistance to the Estate Services Manager

Provide administrable assistance to the Estate Services Team leaders

Provide administrable support to Staff members where necessary.

Gather and collate performance related information from Staff.

Be responsible for data input from information provided by the Team on a daily basis ensuring reporting deadlines are met.

Take minutes at Team and Contract liaison meetings.

Take telephone calls as first point of contact, deal with general enquire where appropriate and book window servicing / handyman jobs

Establish, develop and maintain strong and effective working relationships with all work colleagues to ensure an integrated and seamless delivery of services

#### **DUTIES AND RESPONSIBILITIES**

- 1 To report repairs following Team Leaders inspections.
- 2 Collate and record block and Grounds maintenance inspection reports
3. To take minutes at Team and contract liaison meetings

- 4 Process incoming data from Team leaders, Caretaking Staff, cleaners, Bulk refuse Team, Security Staff and Handy men.
- 5 Compile Staff performance and attendance related information
- 6 Update and maintain PAT testing records.
  
- 7 Type using a Word Processor any correspondence or written material associated with the provision of the South Essex Home's Estate Services
8. Record relevant information and update spreadsheets for Gerda door and window servicing
9. Keep records of additional jobs and income generating works.
  
10. Collate performance related information and update relevant spreadsheets and Pentana web based performance monitoring system.
- 11 Work from South Essex Homes grounds maintenance and tree location maps to assist in dealing with quires and work related requests.
12. Keep records of additional grounds maintenance and tree works and record costs on relevant spreadsheets
13. Record Caretaking Anti social behavior reports and take appropriate reports to South Essex Homes Housing Team.
- 14 Carry out photo copying, scanning and printing as required
- 15 Make or take telephone calls or e mail Customers as required
- 16 Use and operate of in-house computer systems as required.
17. Order stores and equipment as directed and and raise appropriate orders.
  
18. Follow and promote South Essex Homes Equality and Diversity Policy as it relates to the carrying out of all duties attached to the post
- 19 Ensure that all South Essex Homes policies, procedures and Service Standards are followed.
20. Provide cover and support for other members of the Estate Services Team, in pursuance of the provision of quality Estate Services.

21. For the better performance of Estate Services the post-holder will be expected to liaise and co-operate fully with any other officer of South Essex Homes and other relevant statutory and voluntary bodies, as appropriate.
22. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of South Essex Homes' establishments within the scope of the post, as directed by the Estate Services Manager.

**PERSON SPECIFICATION**

**ESTATE SERVICES ASSISTANT**

**POST:**

<b><u>ATTRIBUTES</u></b>	<b><u>ACTIVITY</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>	<b><u>How evidenced</u></b>
<b>Qualifications or Membership to a Registered Body</b>	<ul style="list-style-type: none"><li>➤ Minimum of 2 GCSEs (including English Language and Maths) or minimum of 2 years English Language and Maths or equivalent</li></ul>		X	
<b><u>Knowledge</u></b>	<ul style="list-style-type: none"><li>➤ Good computer skills</li><li>➤ Good English language</li><li>➤ An understanding of performance Management</li></ul>	X  X	  X	
<b><u>Experience</u></b>	<ul style="list-style-type: none"><li>➤ Experience of a customer service environment</li><li>➤ Experience with setting up spreadsheets</li><li>➤ Understanding of Equal Opportunities Policies</li><li>➤ Able to handle difficult customers</li></ul>	X  X  X		

<p><b><u>Council Competencies</u></b></p>	<ul style="list-style-type: none"> <li>➤ Focuses on customer satisfaction and delivers a quality service to the agreed standards</li> <li>➤ Can work effectively with individuals, teams, clients, customers and staff Support others and show clear personal values in line with those of the organization</li> <li>➤ Can plan ahead and work in a systematic and organised way Can follow directions and procedures Is open to new ideas and experiences Can seek out learning opportunities Can handle situations and problems with innovation and creativity</li> <li>➤ Can adapt and respond well to change Can manage pressure effectively and cope well with set backs</li> </ul>	<p>X</p> <p>X</p> <p>X</p> <p>X</p>		
<p>➤ <b><u>Additional Information for example physical skills or working environment</u></b></p>	<ul style="list-style-type: none"> <li>➤ Familiarity with standard IT packages</li> <li>➤ Good communication skills</li> <li>➤ Experience of working to and achieving targets</li> <li>➤ Able to climb stairs (up to 15 floors)</li> <li>➤ Able to use lifts</li> <li>➤ Have the ability to travel around the Borough</li> </ul>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>		